Follow Up Training for your staff

The training program includes the pre-work undertaken by your staff in preparation for the face to face training. As detailed in the proposal the face to face training includes roles plays and in depth work with staff to prepare them for dealing with a variety of complaints.

As with any training, it is important to enable staff to reflect on their learning after leaving the formal training sessions. When they return to deal with real life customers they may well encounter situations where they use their training but feel they could have done better. They may find themselves in situations where they feel they did not deal well with the customer. There may also be situations where managers feel that specific skills are lacking in a staff member and would like them to access training specifically for this skill area.

We will provide you with a 12 month follow up program that your staff can access online. This will include components to enable them to dip in and out of the training package as required and address specific skills areas. The discussion forum, which will be secure and only open to employees specified by yourself, will enable employees from all over the country to discuss and reflect on their work and swap good ideas from stores that are doing well. The following components will be included in this:

* Online secure discussion forum, moderated on a weekly basis by one of our trainers, who will offer short suggestions where problems are identified by staff
* Written material and online Training quizzes to enable employees to read and test themselves on the material they have learned in the face to face sessions
* Video role plays where they can watch others deal with different types of customers
* Voki applications to allow them to test their ideas with online avatars